



COUNTY OF LOS ANGELES

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To: Supervisor Zev Yaroslavsky, Chairman
Supervisor Gloria Molina
Supervisor Yvonne B. Burke
Supervisor Don Knabe
Supervisor Michael D. Antonovich

From: Jon W. Fullinwider *JWF*
Chief Information Officer

Subject: **COMPUTER SECURITY INCIDENT AT THE DEPARTMENT OF
CHILDREN AND FAMILY SERVICES**

This is to provide your Board with a status update on the storage server reported missing on August 8, 2007 from a wiring closet located in the Department of Children and Family Services (DCFS) Headquarters at 425 Shatto Place, Los Angeles, California. The server contained backup Geographic Information System (GIS) data and staff e-mails. The GIS data contained sensitive personal information including Social Security Numbers (SSNs) and names of Department clients.

DCFS has conducted a detailed analysis of the information that was on the missing server to determine what client records and e-mail backups were involved. Their analysis determined that the server contained over 98,000 unique case records with SSNs, names and other client identification data. It was further determined that GIS data was last updated on October 2006 and e-mail backups were discontinued in March 2007.

As a result of this analysis, DCFS is generating letters to notify these clients of the loss along with protective measures that the County is implementing, and recommended measures that the clients should perform to minimize negative impacts.

The Auditor-Controller's Office of County Investigations (OCI) along with my Office has initiated an investigation that will determine which individuals had physical access to the room during the time period involved. Also, this investigation will identify suggested improvements to physical security and computer operation procedures to mitigate future problems.

DCFS has initiated immediate measures to improve the security of computing devices in their facilities. These include:

- Restricting access to all information technology (IT) equipment rooms, server rooms and telephone closets to only IT and other authorized personnel;
- Removing unrelated items and supplies from these rooms to reduce the need for multiple purpose access to these areas; and
- Implementing data access controls to partially encrypt SSNs and minimize any identifying information in records that may be stored on computing devices in the future.

My Office will report on the progress of client notifications and the results of the investigation as the information becomes available. If you have questions related to this incident, please call me at (213) 974-2008 or Al Brusewitz, Chief Information Security Officer, at (562) 940-3873.

JWF:GM:
AB:ygd

c: William T Fujioka, Chief Executive Officer
Lisa Nuñez, DCEO – Operations
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